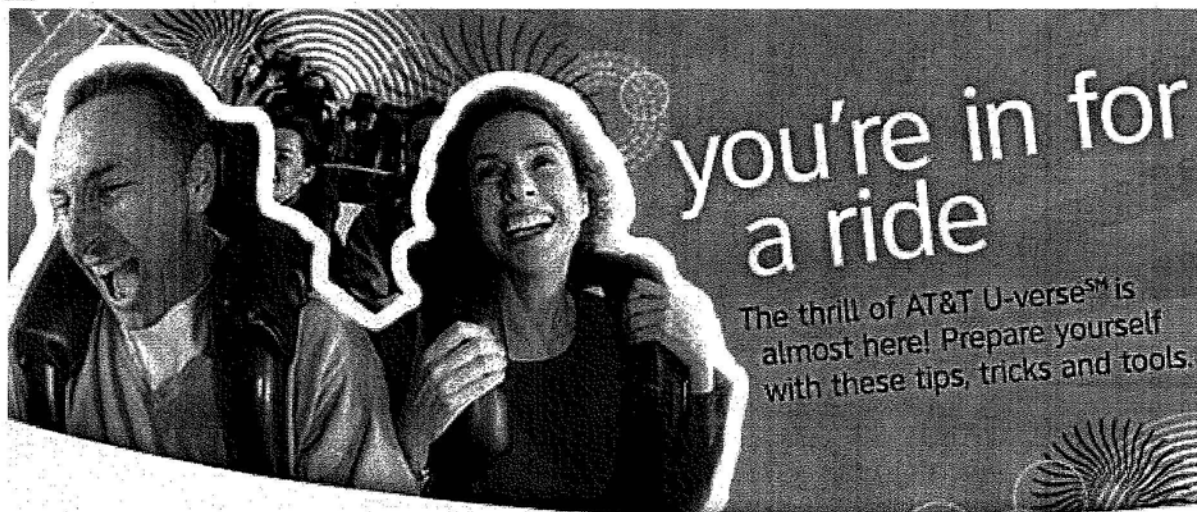


# APPENDIX C

From: [REDACTED]  
Sent: Tuesday, July 28, 2009 2:05 AM  
To: [REDACTED]  
Subject: AT&T U-verse Order Confirmation 11\_CLOI

## AT&T U-verse



Order Number: 11  
Account Number: [REDACTED]  
Installation Date: October 20, 2007  
Estimated Technician Arrival Time: 10:00 am - 12:00 pm

**You can check the status of your installation appointment online.** (It may take up to 24 hours from the time you placed your order to view your installation appointment status online.)

**Please Note: If you have chosen to install service yourself, you will be able to perform your self-installation after 8 pm local time on the Installation Date specified above.**

You can prevent interruption of your current TV service if you wait to contact your previous provider until after your AT&T U-verse service is installed.

What to expect at installation:

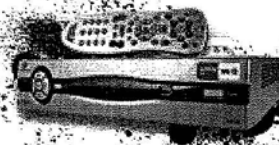
If you have chosen to have your AT&T U-verse service professionally installed, this is a custom installation that will only take, on average, 4 hours. To assure the highest level of service, our technician will configure all necessary AT&T U-verse equipment, including the HD-ready receivers and Wireless Gateway, which

## Thank you for joining the AT&T U-verse community!

Strap yourself in and read on for information that will help you get ready for your new AT&T U-verse services. In the mean time, feel free to take a 3D interactive [tour](#) of AT&T U-verse!

If you ordered AT&T U-verse Voice, you will receive another email confirming that order along with details of the service.

### Only AT&T U-verse:



- gives you an **HD-ready** receiver<sup>1</sup>
- includes a DVR that **records up to 4 shows at once**<sup>2</sup> - at no extra cost
- lets you program your DVR from any where you have Web access
- has **AT&T U-verse High Speed Internet** and **AT&T Wi-Fi** at thousands of hot spots nationwide
- will professionally install your **wireless home network**

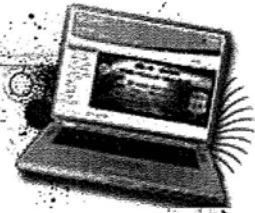
connects to personal computers and other devices, such as Wi-Fi cameras, network printers and more. AT&T technicians will also:

- Install up to 8 TV receivers and any or all of the computers in your home that are already networked\*
- Demonstrate and provide instructions on using your new services
- Answer any questions about the service features and functions
- Provide channel directory and other related equipment information

**A 3-prong grounded electrical outlet is required for installation of AT&T U-verse TV and High Speed Internet.** A simple 3-prong ground circuit tester plugged into an outlet will determine if the outlet is properly grounded. Adaptors that convert a 2-pronged outlet to a 3-pronged outlet, extension cords, and power strips with adaptors will not work with the gateway.

- > [Additional installation details](#)
- > [Important information about your installation](#)
- > [Other important information](#)

## Helpful Resources



### • When is my installation date?

### • **Getting Started:**

Our Users Corner helps new customers get started.

### • **Your Channel Line-up**

• **U-connect:** Members-only access to the best in entertainment for your AT&T U-verse service

• Get the most **speed** from your high-speed Internet connection.

• For questions about AT&T U-verse, go online or call 1.800.ATT.2020.

• For technical support, please visit [uverse.att.com/support](http://uverse.att.com/support) or [utalk.att.com](http://utalk.att.com) for Peer-to-Peer support.

**Automatic Payments** Sign up for AT&T U-verse automatic payments and forget about paying online each month. Log in to [AT&T U-verse Central](#) and select Account, then Payments. On the My Payments page, under Ways to Pay, select Setup/update automatic payments.

**Go Paperless** Receive your bill online rather than in the U.S. mail. Save trees and reduce paper clutter by using paperless billing. Log in to AT&T U-verse Central, select Account and then Profile to edit your Billing Options.

**Rewards for Referrals** Earn over \$500 when friends and family you refer sign up with AT&T U-verse.<sup>3</sup>

**AT&T ConnectTech<sup>SM</sup>** Are you ready for the ideal home theater system set up? Our professional design consultants can determine your needs, provide a detailed cost proposal, and take care of installation. Find out how AT&T ConnectTech can help by visiting [att.com/connecttech](http://att.com/connecttech) or calling 1.800.344.1734.

**También hablamos español. Si tiene preguntas o comentarios, no dude en llamarnos a los siguientes teléfonos:**

**Para clientes en:**

**CT:** 1.800.526.6844

**IL, IN, MI, OH y WI:** 1.800.621.4533

**AR, KS, MO, OK y TX:** 1.800.559.0050

**CA y NV:** 1.800.870.5855

**AL, FL, GA, KY, LA, MS, NC, SC, TN:** 1.888.707.2840

**DO NOT REPLY TO THIS MESSAGE**

All replies are automatically deleted. For questions regarding this message, refer to the contact information listed above.

\*May require that you have wireless connectivity. Separate purchase of wireless adaptor may be required.

<sup>1</sup> A \$10 monthly Technology Fee applies for access to HD service.

<sup>2</sup> DVR not included with U100 package. Four channels can be recorded to the DVR or viewed simultaneously, up to 2 can be HD based on availability.

<sup>3</sup>**Rewards for Referrals** options include certain gift cards and gift checks. Existing residential AT&T local customers in select areas only eligible. AT&T may cancel or modify the program at any time. See full Rewards for Referrals terms and conditions, eligible services and reward amounts at [att.com/uverserewards](http://att.com/uverserewards).

**Additional Details for Professional Installation:** Someone over the age of 18 must be present at all times during the installation to make decisions about the installation and equipment placement, as well as accept the Terms of Service for purchase and use of AT&T U-verse TV on your behalf. See the full [AT&T U-verse Terms of Service](#) for TV and Voice. If you will not be present to accept the Terms of Service for AT&T U-verse High Speed Internet and/or U-verse TV and/or Terms of Service and 911 Acknowledgement for U-verse Voice, as applicable, this individual may accept on your behalf. The installation covers connecting up to 8 TV receivers on existing wiring or the first 3 for new wiring and 1 new PC or existing networked PCs on existing wiring to the AT&T U-verse equipment.

Due to the popularity of this new service, we are scheduling appointments quickly, and rescheduling could significantly delay your AT&T U-verse experience. However, if your installation appointment is no longer convenient, please call 1.800.288.2020 at least 24 hours prior to your installation. Then follow the voice prompts and ask for U-verse technical support. Refer to your order number for quicker service.

If you do not own your premises and need to obtain permission from any necessary party, such as a landlord or building manager, to allow AT&T to use the wiring inside your unit and to make alterations to the property that AT&T deems appropriate, you must do so prior to installation.

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**Important Information about your Installation**

**AT&T U-verse TV installation:** AT&T cannot guarantee Home Theater/Entertainment equipment will operate identically as it did previously and can only connect devices previously connected to another video provider's receiver. If you have chosen to have your service professionally installed, for safety reasons, your AT&T installation technician cannot move TVs or furniture. We ask that any TVs being installed be in good working order and all connections are visible and accessible. AT&T cannot guarantee the performance of other video provider's equipment and can only program AT&T provided remote controls.

**AT&T U-verse High Speed Internet Installation:** Internet access will be down for a short period of time during installation. If you have chosen to have your service professionally installed, AT&T will connect one new PC or existing PCs currently connected to the Internet. All connections to computers need to be visible and accessible. Each Residential Gateway requires a three-prong outlet. If a Home Network currently exists, AT&T will enable only features and functionality applicable to AT&T U-verse services, but our technicians cannot troubleshoot general PC problems or other 3rd party device issues. In some cases, devices currently connected to a Home Network may not operate on the AT&T U-verse Home Network. If you have not already completed AT&T High Speed Internet registration, you will be asked to do that after the installation is complete. For minimum system requirements, visit [uverse.att.com](http://uverse.att.com). If you are a current AT&T High Speed Internet member and are having AT&T U-verse High Speed Internet installed, your AT&T High Speed Internet service will end after AT&T U-verse is registered but your email address will not change. Any unused portion of service will be credited to your DSL account.

**Residential Gateway Installation:** If you have chosen to have your service professionally installed, the AT&T installation technician will determine the most appropriate location for the Residential Gateway to support your AT&T U-verse services. If you would prefer a different location, additional charges may apply.

**Additional Wiring/Outlets:** Charges may apply for any wiring needed beyond the first 3 receivers or any customer requested additional wiring and/or outlets (\$55 per outlet, plus \$20 if a wall drop is required).

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**Other Important Information:**

**Understanding Your Bill:** Your AT&T U-verse bill and phone bill may arrive on two separate bills. Your first AT&T U-verse bill will include charges for a partial month for the remaining days in your billing cycle plus the next full month. Customers using Online Banking for their AT&T home phone account should set up a separate online banking account for AT&T U-verse (not applicable to AT&T U-verse Voice home phone customers). Because the first bill includes charges for a partial month's service and charges for the first full month of service, which is billed in advance - you may notice your first bill is higher than your regular monthly rate. See **How to Read the AT&T U-verse Bill**.


**Important Notes:** If you cancel all AT&T U-verse services within 30 days from service activation we'll adjust your initial installation charge(s) and one month service charges, if paid. You will be responsible for all additional charges like Video on Demand or Pay Per View. If you downgrade a premium package or stand alone within the first 30 days of ordering, a \$5.00 Package Change Fee will apply. Some promotional rewards may not be available if you cancel the service within 30 days of activation or before your redemption is processed. Prices, programming and offers subject to change. Taxes, city video cost recovery fees and other fees additional.

AT&T U-verse High Speed Internet is a Broadband information service that combines high-speed transport and Internet access from the AT&T family of companies. AT&T Wi-Fi public wireless high-speed Internet access service is provided by AT&T Internet Services. Connections available at AT&T Wi-Fi Hot Spots and partnering locations. An 802.11 b/g enabled device is required for Wi-Fi access. Acceptance of AT&T Wi-Fi Terms and Conditions is required. Roaming locations not included, except at participating McDonalds locations. Wi-Fi service at Starbucks available at U.S. company-operated Starbucks locations equipped with a hotspot.

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**From:** [REDACTED]  
**Sent:** Wednesday, July 22, 2009 10:21 PM  
**To:** [REDACTED]  
**Subject:** Important Notice About your AT&T U-verse Voice Service\_VOIP

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged



AT&T U-verse home | Support | Log in

## Thank You for Ordering AT&T U-verse Voice Service!

**Dear Valued AT&T U-verse Member,**

Thank you for ordering AT&T U-verse Voice! Soon you'll be enjoying all the benefits of your next generation digital phone service.

You should have received an email with information about your AT&T U-verse installation and what to expect during that process. If you didn't, or you have questions about your installation, you can check the status of your installation appointment online or by calling 1-800-ATT-2020 and following the prompts to get an AT&T U-verse representative. (It may take up to 24 hours from the time you placed your order to view your installation appointment status online.) If you require technical support just say "my U-verse phone is not working" at the first prompt to be connected to a specialist.

This email further explains specific details about your new AT&T U-verse Voice service.

### Some Information About Installation

At the time of installation, you will receive an AT&T U-verse Voice Quick Guide with more information and handy tips about your new voice service and the Belkin® | Residential Gateway (RG) Battery Backup User Manual. If you have chosen to have your services professionally installed by a technician, the AT&T installation technician will determine the most appropriate location for the Residential Gateway to support your U-verse services. If you would prefer a different location, additional charges may apply. If you have chosen to install service yourself, please perform your self-installation after 8 pm local time on the Installation Date specified in the previous email.

#### Automatic Payments

Save time and pay your monthly bill automatically!  
[Sign up now ►](#)

#### Paperless Billing

Go green and reduce clutter with online billing.  
[Sign up now ►](#)

#### AT&T ConnectTech®

Get help setting up your home theater system.  
[Learn more ►](#)

The initial battery for the Residential Gateway Battery Backup Unit will take approximately 18 hours to charge. During this period especially, and at all times in general, you should have an alternative means of accessing 911 emergency services, such as via a cellular telephone. Your AT&T U-verse Voice service will not function during a power outage without battery backup power for the Residential Gateway and, if applicable, your Optical Network Terminal (equipment box on outside of home where AT&T's fiber network terminates). If a power outage occurs, you will need battery backup power for voice services, including 911, and for your home alarm to function. AT&T provides an initial battery, if needed. Visit [uverse.att.com](http://uverse.att.com) to learn more about the Residential Gateway with Battery Backup. You should not move or reconfigure your Residential Gateway after installation, as it may result in a failure of your U-verse Voice service, including 911 dialing, and/or a failure of your monitored home alarm connected to U-verse Voice service.

If existing wiring does not meet AT&T standards, additional charges may apply for a wiring upgrade. Charges may also apply for customer requested additional wiring. With an inside wiring plan, coverage generally begins when the AT&T U-verse services have been installed.

If you need to reschedule your installation, please call us at least 24 hours before your installation date. If changes are made less than 24 hours before the due date or you miss your appointment, your current phone service provider may release your number prior to the installation of AT&T service and you may lose the ability to make or receive calls. If you currently subscribe to voice mail service from AT&T, you will be required to set up a new voice mailbox once AT&T U-verse Voice service is activated. Your current AT&T voice mail greeting and saved messages will be deleted.

#### **Some Important Points About Home Alarm Systems**

With our world class managed network and the testing we have done with home alarm companies, we expect AT&T U-verse Voice will work with many types and brands of home alarms. (AT&T U-verse Voice does not support medical monitoring systems or devices.)

If you have ordered AT&T U-verse Voice service and plan to use it as a communications pathway for a monitored home alarm system, we strongly recommend that you notify your alarm company of your switch to AT&T U-verse Voice service **prior to** your installation in order for your alarm company to test your alarm system with you after the installation of U-verse Voice has been completed. Failure to notify your alarm company could potentially impact your home alarm contract. Non-monitored home alarm systems are not connected to a telephone line; therefore, there are no impacts.

You **should not** connect a multi-line telephone directly to your Residential Gateway, as it may interfere with your alarm signals. Visit [uverse.att.com](http://uverse.att.com) to learn more about the Residential Gateway with Battery Backup.



For your convenience, below are the phone numbers set up specifically for AT&T U-verse customers by the following companies:

Brink's Home Security 1-800-423-0895

They are all available 24 hours a day, 7 days a week.

We are always working to improve our service, so for the latest information about exciting new enhancements and changes to your AT&T U-verse service, please visit <http://uverse.att.com>.

Thank you for choosing AT&T U-verse for your communication needs. We value your business and look forward to serving you!

Sincerely,

Your AT&T U-verse Team

\* Your initial bill may include applicable installation and equipment charges (including shipping and handling), charges both for the first month or partial month of service, as well as charges for the next full month.

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## Contact Us

To contact us, log in to AT&T U-verse Central and select Support or call 1-800-ATT-2020.

## Online Information

Getting Started / User's Corner

AT&T U-verse Products

AT&T U-verse Support

Peer-to-Peer AT&T U-verse Support

Top Shows & Videos

Your Channel Line-Up

Your AT&T U-verse Account

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DO NOT REPLY TO THIS MESSAGE

[Privacy Policy](#)

All replies are automatically deleted. For questions regarding this message, refer to the contact information listed above.

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